Appendix G Sprint Carrier of Choice Letter of Invitation

<insert date>

<insert carrier name>
<insert contact name>
<insert tel nbr or fax nbr>
<insert email address>

Re: <insert customer (end user name)>
<insert telephone number>

Thank you for your interest to complete <insert carrier name> Long Distance calls with Sprint Telecommunications Relay Service (TRS). As the default long distance carrier for processing relay calls in more than twenty-seven states (27), Sprint currently transports the traffic of customers who have selected you as their long distance carrier. However, many of your customers would prefer to use <insert carrier name> LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

Facility-based provider

1. If you *are a participating member* at Sprint Carrier of Choice program, please disregard.

2. If you *are not a participating member* at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of Feature Group D trunking and TRS billing codes

of Info Digit Pair 60, 66, and 67 (see below).

Non-facility based provider

1. If your underlying toll carrier *is a participating member* at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.

2. If your underlying toll carrier *is not a participating member* at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of Feature Group D trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

1. Your (or your underlying toll carrier) CIC codes associated with 1+, 0+, and 0- dialing must be loaded into the regional (and/or state) access tandems.

2. You (or your underlying toll carrier) will need to support Feature Group D tandem interconnection.

3. You (or your underlying toll carrier) will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair ***60, 66, and 67***.

4. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note: For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.

Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way to provide access to your long distance network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off long distance relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

Attachment C is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 30 to 90 days). **Information obtained from the carriers will be used solely for the purpose of providing equal access for** <insert carrier name> **LD customers and shall be held proprietary.**

Sprint welcomes your company's participation in our TRS Carrier of Choice program at **no cost** to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.

Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call me at <xxx-xxx-xxxx> or email at <insert email address>

Sincerely,

<insert name>
Account Manager –California Relay Service

Cc: Michael Fingerhut, Federal Regulatory, Sprint
<insert name>, Program Manager, Sprint

Appendix H Sprint Disaster Recovery Plan

Sprint's comprehensive Disaster Recovery Plan developed for California details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the California Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation of California is the Intelligent Call Router (ICR) technology that Sprint employs. During a major or minor service disruption, the ICR feature bypasses the failed or degraded facility and immediately directs calls to the first available agent in any of Sprint's eleven fully inter-linked TRS Call Centers. State-specific call processing software resides at each of Sprint's Relay Call Centers. Communications Assistants (CAs) are trained in advance to provide service to other States; the transfer of calls between centers is transparent to users.

Beyond the ICR, Sprint's Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore California to its full operating level in the shortest possible time.

California Notification Procedure

To provide California with the most complete and timely information on problems affecting their TRS, the trouble reporting procedure for New Jersey will include three levels of response:

- A 3-hour verbal report
- A 24-hour status report
- A comprehensive final report within 5 business days.

Sprint will notify the DDTP within three hours if a service disruption of 30 minutes or longer occurs. For service disruptions occurring outside normal business hours, the initial report will be provided by 8:30 AM on the next business day. This initial report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full service to California has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the California Administrator within five business days of return to normal operation. Examples of service disruption to California include:

- ACD failure or malfunction
- Major transmission facility blockage
- Threat to California CAs safety or other CA work stoppage
- Loss of CA position capabilities.

Performance at each Sprint relay center is monitored continuously 24 hours a day, seven days a week from Sprint's Enhanced Services Operation Control Center (ESOCC) in Overland Park, KS.

Disaster Recovery Procedures

If the problem is within the relay center serving New Jersey, maintenance can usually be performed by the on-site technician, with assistance from Sprint's ESOCC. If the problem occurs during non-business hours and requires on-site assistance, the ESOCC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

Time Frames for Service Restoration

Complete or Partial Loss of Service Due to Sprint Equipment or Facilities

- **Sprint Call Center Equipment**—A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.
- **Sprint or Telco Network Facilities**—For an outage of facilities directly serving California, incoming TRS calls will immediately be routed to one of ten other centers throughout the US. No calls will be lost. Repair of fiber or network facilities typically requires less than eight hours.
- **Due to Utilities or Disaster at the Center**— Immediate rerouting of traffic occurs with any large-scale center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.

- **Due to Telco Facilities Equipment**— A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the call center. In this case, normal Sprint traffic rerouting will apply.

  For a failure at a Telco central office in (CITY), for example, only local (CITY) residents would be affected until the Telco has performed the necessary repairs. For situations like this, it will be at Sprint's discretion to dispatch a technician. The normal Telco escalation procedures will apply. The Telco escalation process is all during the normal business day; therefore, a trouble may be extended from one day to the next.

Trouble Reporting Procedures

The following information is required when a California user is reporting trouble:

- Service Description ("California")
- Callers Name
- Contact Number

- Calling to/Calling from, if applicable
- Description of the trouble.

Service disruptions or anomalies that are identified by California users may be reported to the Sprint Relay Customer Service 800 number (800-877-0996) at any time day or night, seven days a week. The Customer Service agent creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the ESOCC will handle calls from the Customer Service agents 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's11 TRS Call Centers to respond quickly to any event, including natural disasters.

Mean Time to Repair (MTTR)

MTTR is defined and detailed in Tables A-1 and A-2:

Table A-1 Time to Investigate + Time to Repair + Time to Notify

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table A-2 Current MTTR Objectives

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

Escalation Procedures

If adequate results have not been achieved within two hours, a California user may escalate the report to the next level. Table A-3 details the escalation levels.

Table A-3 Escalation Levels

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913) 315-8047 Pager – 800-724-3329, Pin 3856901 (Numeric) Pager – 800-724-3508, Pin 3856901 (text)
3	Senior Manager, Technical Staff	Office Phone Number (913) 315-7788

Service Reliability

Sprint's service is provided over an all-fiber sophisticated management control networks support backbone networks with digital switching architecture that. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network, with significant fiber miles in California, provides critical advantages over the other carriers. These advantages include:

- **Quality**
  Since voice or data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.
- **Economy**
  The overall quality, architecture, and advanced technology of digital fiber optics makes transmission so dependable that it costs us less to maintain, thereby passing the savings onto our customers.
- **Expandability**
  As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.
- **Survivability**
  Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to California, and a competitive differentiation of the Sprint network.

Currently, Sprint has over 23,000 miles of its fiber network in place and in service, with a fiber point of presence (POP) in every Local Access Transport Area (LATA). The XXXX LATAs in California are served by XXXX Sprint POPs. There are plans for additional fiber mileage, additional POPs, and added route diversity. There are more than 300 POPs in service on the network. With XXXX POPs in the state, all areas will be adequately serviced by Sprint.

Switched services are provided via 49 Northern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services. California would primarily be served by the DMS switches in XXXXXXXXXXXXXXX, with other diversely located facilities also serving California.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies such as Digital Cross-connect Systems, SONET, and Signaling System 7.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control centers. These factors combine to assure outstanding network performance and reliability for California.

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

1. Do everything possible to minimize the impact of a "single point of failure." This includes:

   - Diversification of all facilities demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.
   - Deployment of multiple switches at large switching centers. This prevents a single switch outage from disabling the site.

2. Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several

locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:

- Utilization of established plans to respond effectively to these outages.
- The capability to rapidly deploy network transmission facilities when needed.
- Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

Fiber Backbone Loop Topology and Reconfiguration

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability. XXXX operating SONET rings currently serve California, with ring augmentation planned for 2002.

Sprint Route Outage Prevention Programs

Call Before You Dig Program

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

Route Surveillance Program

This is a Network Operations department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

Network Management and Control Systems

The Sprint network is managed and controlled by a National Operations Control Center (NOCC) located in Overland Park, KS. As a back up, a secondary NOCC is located in Lenexa, KS. The NOCC is designed to provide a national view of the status of the network as well as to provide network management from a centralized point. The NOCC interfaces with the Regional Control Centers (RCCs) to obtain geographical network status. The RCCs are responsible for maintenance dispatch and trouble resolution, and are designed to provide redundancy for each other and back-up status for the NOCC.

The NOCC and RCC work closely with the ESOCC in cases where a network problem may affect California operations. In cases such as these, the NOCC or RCC immediately alerts the ESOCC of the situation so that appropriate steps can be taken to minimize service impacts. The NOCC and RCCs also serve as reference points for the ESOCC when problems are detected in the TRS center that are not the result of internal center operations.

Network Management

Commitment to a digital fiber optic network permits Sprint to use a single transmission surveillance protocol to integrate internal network vendor equipment. This enhances Sprint's ability to automate and provide preventive, near real-time detection and isolation of network problems. The controlling principle is identification and correction of potential problems before they affect the California call capabilities.

Sprint divides the major functional responsibilities, facilities maintenance and network management, into a two-level organization which maximizes network efficiencies and customer responsiveness. The first level consists of the RCCs located in Atlanta and Sacramento. RCC personnel focus on the performance of individual network elements within predetermined geographical boundaries. The second level is the NOCC in Kansas City that oversees traffic design and routing for Sprint's 23,000-mile fiber optic network and interfaces.

This two-level operational control organization, combined with architectural redundancies in data transport and surveillance, control and test systems, ensures an expedited response to potential problems in both switched and private line networks.

Appendix I Sprint TRS Standard Features Matrix

California Relay Service Standard Features Matrix

Revised: 6/1/02

Features	Description/Benefits
Answering Machine Retrieval	This feature allows TRS callers to retrieve their answering machine or voice-mail messages through the CA.
ASCII Split Screen	This feature allows High Speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, it provides the interrupt capability, when appropriate, for the ASCII user and the voice party.
Automated Number Identification (ANI) Technology	ANI is the telephone number of the line initiating a call. The number is identified by the switch and passed over the network to the CA workstation.
Background Noises	During the call, TTY callers will be informed of background noises through the CAs typing in parenthesis.
Beeper and Pager access	Sprint provides functionally equivalent pager calls, which are made to beepers and pagers, interactively and non-interactively. Calls are relayed between interactive paging services and the TRS users. For non-interactive paging services, calls are made to leave specific numeric information to accomplish those calls.
Branding of Call Type – Temporary	System database ability to answer the incoming call based on the previous call's communication mode (TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind).
Branding of Call Type – Permanent	System database ability to brand the caller's preferred communication mode – TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind – permanently.
CA Typing Speed	60 wpm.
CA 10-minute In-call replacement	CAs are required to stay with each inbound TRS call for a minimum of 10 minutes and with each inbound STS call for minimum of 15 minutes.
Caller ID	A network-based Caller ID feature. Relay calls placed through the Sprint network will provide the originating calling party number (ANI), or Caller ID information, through the local exchange carrier for all local and most long distance calls.
Caller ID Blockage	This feature allows TRS callers to block their ID on a per call or per line basis.
Caller ID – Per Call Block	This feature allows TRS callers to block their ID on a per call basis.
Caller ID – Per Line Block	This feature allows TRS callers to permanently block their ID by utilizing the TRS Customer Database profile.
Carrier of Choice	System database that allows TRS callers to choose their preferred carrier for intrastate, interstate, and international calls.
Cellular/PCS Phone Access	Allows the TRS Cellular customers to reach the TRS' 800 number(s) to complete relay calls.

Features	Description/Benefits
Choice of Gender	Sprint Relay will accommodate requests for specific CA gender at the beginning of the call or, during a CA transfer.
Customer Database	Allows the TRS callers to enter specific information in a profile, i.e., carrier of choice, emergency numbers, last number redial, customer notes, call block, frequently dialed numbers, etc., to expedite their call set-up time.
• **Name and Address**	Caller's name and address. Available information could save valuable time when calling for emergency service.
• **Long Distance profile**	Caller's preferred carrier for In-State and Out-of-State long distance calls. Callers also can indicate their preferred billing option when placing long distance calls.
• **Frequently Dialed Numbers**	Up to 10 numbers, it allows "speed dial" calls through the TRS.
• **Outdial Information**	It allows the CA to be aware as to how the caller will answer the phone and in which language type they will communicate.
• **Customer Notes**	It informs CA of special requests to handle your call, i.e., do not announce the service, preferred operator gender, etc.
• **Call Block**	Callers may enter telephone numbers from which they do not wish to receive relay calls.
• **Outdial Restrictions**	Callers may restrict the type of call, i.e., long distance, international, 900, etc., to be placed through the TRS.
• **Emergency Numbers**	Callers may enter emergency numbers such as fire, doctor, police, etc., to expedite the emergency call processing.
Deaf-Blind Pacing (Slow-typing)	The system provides functionality that automatically slows the transmission of data to Deaf-Blind users. The default speed is 15 wpm and the speed can be increased at the caller's request in 5-wpm increments.
Delayed Call Announcer (Generic)	This feature alerts TRS callers that they are on-line and on hold for the next available CA when the call is not answered within 30 seconds. The message is, "WELCOME TO RELAY CENTER PLS HOLD FOR NEXT AVAILABLE CA."
Dialed Number Verification	This feature echoes the number calling to and the call type in the TTY dial string macro. This feature re-verifies the called number being dialed to ensure the accuracy of the type of call being placed.
Directory Assistance (Intrastate/Interstate)	This feature allows the TRS callers to reach the local (LEC) directory operator or long distance (IXC) DA operator. When the number is obtained, the caller may choose to place the call through the TRS or call direct.
Emergency Calls (E911)	Through Sprint's E911 database, this service allows Sprint TRS to forward the call to the appropriate Public Safety Answering Point as quickly as possible.
Enhanced Modems	New modems have been deployed to support enhancements in ASCII communication protocols. The capabilities of Sprint's new modems include autodetection; connections with modems up to 19.2k; and faster ASCII detection (3 seconds).

Features	Description/Benefits
Error Correction	Sprint TRS workstations are equipped with the Error Correction capability to automatically correct common typographical errors and spell out abbreviations while increasing typing speed and reducing conversational minutes.
Gender ID	This feature provides the gender of CAs in the TTY/HCO/VCO greeting macros.
Hearing Carryover (HCO)	HCO allows speech-disabled or mute users with normal hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read and voice to the standard (voice) telephone user.
HCO-HCO	HCO users can contact HCO users through the TRS. The CA will voice to both parties what is typed on each user's TTY.
HCO Permanent Branding	The permanent branding enables HCO callers to listen during call set-up. The HCO brand greeting macro is: **TRS 1234F YOU MAY HEAR VOICE OR USE TTY GA**
HCO-TTY	HCO users can contact TTY users through the TRS. HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user.
Inbound International	From any International location outside the United States, TRS, STS, and Spanish callers can reach the TRS through Sprint's International inbound 10-digit number, 605-224-1837.
Intelligent Call Router	A dynamic call router technology that automatically and seamlessly routes TRS calls to the first available English or Spanish CA in the network.
Intercept Message	This feature provides intercept messages in voice and TTY in the event of a system failure occurrence within the TRS switch, center, or outbound circuits.
Internet Relay Access	This feature allows TRS users to place text-to-voice calls from the Internet. Sprint has developed the product and will make available to the State. A dedicated web URL address will be assigned to the State.
Last Number Redial	The TRS users can request the CA to redial their last number. Sprint TRS is designed to store the user's last number dialed and it is dialed upon the user's command, **"LAST NUMBER REDIAL PLS GA"** or **"LNR GA".**
LEC Calling Services	Through the Customer Database feature, it allows the TRS callers to have traditional LEC services, i.e., Call Block, Frequently Called Numbers.
Local/Extended Area Service	Callers who subscribe to an extended area service plan will receive equivalent service through the TRS.
Machine Recording Capabilities ("Hot Key" Interactive Voice Response)	This feature reduces redials when CAs receive audio-text interaction machines. In most cases, it allows the callers to receive all of the information on the first call. It eliminates the number of redials.

Features	Description/Benefits
Regional 800/888/877/866/855	This feature allows the TRS callers to reach the in-state 800/888/877/866/855 toll-free numbers.
Roaming Service	This feature allows relay calls to originate and terminate outside of the State.
Spanish to Spanish; **Spanish to English Translation**	Sprint offers Spanish Services, which provide Spanish to Spanish and English to Spanish translation handled by proficient bilingual (Spanish) CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish.
Speech Disabled Indicator	The command (S) typed by a speech-disabled person would inform the CA that a speech-disabled person is on-line.
Speech-to-Speech	Via dedicated STS toll-free access, it is the service for speech disabled customers who prefer to use their voice, with assistance from the CA if necessary, to communicate with the called party.
Speech-to-Speech/Spanish	Via dedicated STS toll-free access, it is the service for Spanish speech disabled customers who prefer to use their voice, with assistance from the Spanish CA if necessary, to communicate with the called party.
Speed of Answer (Service Level)	85% of calls answered within 10 seconds daily. It measures the time it takes the call to hit the CA position from the relay center call controller switch.
Text/Voice Transmission	The system's ability to toggle between inbound TTY, ASCII, TurboCode™, and Voice calls.
Toll Discounts	When TTY or Voice calls are carried over the Sprint network, in-state toll calls are discounted by xx% Day, xx% Evening, and xx% Night/ Weekend off the intrastate MTS rates and State-to-state toll calls are discounted by 50% off the interstate MTS rate.
Transfer Gate capabilities	The system's ability to transfer the TRS callers to Spanish gate, Speech-to-Speech gate, TTY Operator Service platform, and 24-hour Customer Service desk.
TRS Customer Service	On a 24x7 basis, TRS users will reach a live TRS Customer Service representative. TRS users may request for additional information about TRS-related services or to provide commendations and complaints. The toll free number is 1-800-676-3777 TTY/Voice/ ASCII.
TTY Operator Services (OSD)	Sprint's TTY Operator Services to complete a TTY to TTY call; obtain Directory Assistance information; or receive credit for erroneous billing. The toll free number is 1-800-855-4000.
TurboCode™	Enhanced baudot transmissions speed up to 110 words per minute. It'll enable the TRS TTY callers to haveTurboCode™ capability to interrupt during transmission.

Features	Description/Benefits
E-Turbo Code/ Dial Through™	Sprint offers the Enhanced Turbo Code/Dial Through technology. E-Turbo transmits data faster than the current Turbo Code product. It permits E Turbo TTY users to pre-enter the phone number and other information to be used through TRS. Once connected to the TRS center, the information will be transferred and processed through the system without CA's assistance. It speeds up the relay call set-up therefore enhances the relay experience.
Two-line VCO	This feature allows a VCO caller with two telephone lines to use one line for speaking directly to the hearing person while the other line is used to receive the CA's typed responses at the same time. It provides a more natural flow of conversation without pauses required with single line calls.
Variable Time Stamp Macro	This feature (macro) enables the TRS callers to know when their called party has disconnected from the call.
Voice Carryover (VCO)	VCO allows deaf or hard-of-hearing people who prefer to use their own voice to speak directly to the party they are calling. The CA will type the voiced responses back to the VCO user who can read the typed messages across the TTY screen.
VCO Gated services	Through State's VCO 800 number access, VCO users' calls will be routed to primary and secondary VCO centers where their calls will be processed by a dedicated pool of VCO CAs.
VCO-HCO	VCO users can contact HCO users through the TRS. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user.
VCO Permanent Branding	This feature enables VCO callers to set-up the call without typing. The permanent VCO brand greeting macro is: **RELAY STATE 1234F VOICE (OR TYPE) NOW GA**
VCO-TTY	VCO users can contact TTY users through the TRS. The VCO user will use his/her own voice and the CA will listen to the VCO spoken words then type the message to the TTY user. The TTY user types directly to the VCO user without any CA interaction.
VCO-VCO	VCO users can contact other VCO users through the TRS. The CA will listen to VCO users speak and type the spoken words for the parties at both ends.
VCO w/ Privacy/NO GA	This is similar to the standard VCO feature however; the CA will not hear the VCO caller speaking through the TRS. The CA will only type voiced responses back to the VCO user.
Voice Call progression	The system's ability to allow Voice or HCO callers to listen during call set-up, i.e., ringing or busy.
Voice Gender ID	This feature (macro) informs the outbound TTY caller of the gender of their caller.
900/800 Pay Per Call Services	Sprint provides a toll-free 900 number that allows the TRS users to make relay calls to any 900/800 Pay Per Call services.

Features	Description/Benefits
7-1-1	With cooperation of Local Exchange carriers, wireless providers, and payphone vendors, Sprint Relay will accept 711 calls.

Optional Features

Features	Description/Benefits
French to French; **French to English Translation**	Sprint offers French-Creole services, which provide French to French and English to French translation handled by proficient bilingual (French) CAs. Their workstations are modified to provide macros and other functions to the caller in French.
Speech-to-Speech/VCO	This service enables the VCO users to call the voice users through a STS CA. When the voice user's requests are not understood or there is a request for clarification, the CA will assist verbally as needed and as they are capable.
Video Relay Services	Through videoconferencing technology, this service enables American Sign Language users to speak through sign language interpreters when placing calls to the standard (voice) telephone users or vice versa.